

Exhibit 300: Capital Asset Plan and Business Case Summary**Part I: Summary Information And Justification (All Capital Assets)****Section A: Overview (All Capital Assets)**

1. Date of Submission: 4/10/2009

2. Agency: Department of State

3. Bureau: Bureau Of Consular Affairs

4. Name of this Capital Asset: Exhibit 300 - Consular Support & Visa Applications (CSVA)

5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.) 014-00-01-03-01-1155-00

6. What kind of investment will this be in FY 2010? (Please NOTE: Investments moving to O&M in FY 2010, with Planning/Acquisition activities prior to FY 2010 should not select O&M. These investments should indicate their current status.) Mixed Life Cycle

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

The Consular Support and Visa Applications (CSVA) project provides technical and end-user support for the full range of consular business processes along with automated systems to support consular management and the visa function in support of Homeland Security. This support is provided through operations and maintenance of existing consular automated systems, modification of existing consular automated systems to support Homeland Security initiatives, the purchase of hardware and systems software to support consular operations, the installation of hardware, systems software, and consular application software at approximately 231 overseas posts and domestic facilities, and the training of consular personnel in the use of the systems/applications. This effort is expended to enhance the efficiency and effectiveness of consular personnel involved in the processing and adjudication of visa applications and to provide visa data to other agencies involved in border security.

The project was initiated to replace the aging automated systems that supported consular business processes, to provide a consistent application and systems platform at all consular facilities, to improve system and process efficiency, and to enhance security. The project is reviewed annually by DoS/CA management to evaluate its performance, need, and applicability.

Significant activities planned for FY2010 include: 1) expanding support for the offsite collection of applicant biometrics; 2) strengthening Business Intelligence (BI) capabilities; 3) strengthening Fraud Detection and Prevention; 4) strengthening the Bureau's Executive Office management information system capabilities; 5) maintaining informational web sites for public dissemination of consular information; 6) strengthening operational efficiency, management control and oversight of all IT initiatives using an enhanced portfolio management system; 7) strengthening Bureau's capacity to maintain a proactive, organization wide systems security posture; 8) operations and maintenance support for critical visa processing systems; 9) operations and maintenance support for critical consular support systems; 10) continuing external datasharing relationships with other border security agencies; 11) continuing technology upgrades and consular systems training for consular workforce; 12) expanding e-government services; 13) continuing development and deployment of new components to support the Visa Systems Consolidation effort.

9. Did the Agency's Executive/Investment Committee approve this request? Yes

a. If "yes," what was the date of this approval? 7/14/2008

10. Did the Project Manager review this Exhibit? Yes

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project? No

a. Will this investment include electronic assets (including computers)? Yes

b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only) No

1. If "yes," is an ESPC or UESC being used to help fund this investment?

2. If "yes," will this investment meet sustainable design principles?

3. If "yes," is it designed to be 30% more energy efficient than relevant code?

13. Does this investment directly support one of the PMA initiatives? Yes

If "yes," check all that apply:

Expanded E-Government

a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

CSVA supports e-Government by providing web based solutions to the public and other government agencies: PKI enabled interagency collaboration system for DHS/BCIS to request immigrant visa allocations; case status system for "J" visa waiver requests; on-line visa application forms; on-line Diversity Visa program; information portal for general public regarding visa and passport matters; and on-line appointment scheduling capability for non-immigrant visa applicants.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) Yes

a. If "yes," does this investment address a weakness found during a PART review? No

b. If "yes," what is the name of the PARTed program? 10000406 - Visa and Consular Services

c. If "yes," what rating did the PART receive? Effective

15. Is this investment for information technology? Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance) Level 2

17. In addition to the answer in 11(a), what project management qualifications does the Project Manager have? (per CIO Council PM Guidance) (1) Project manager has been validated as qualified for this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2008 agency high risk report (per OMB Memorandum M-05-23) No

19. Is this a financial management system? No

a. If "yes," does this investment address a FFMIA compliance area? No

1. If "yes," which compliance area:

2. If "no," what does it address?

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? Yes

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? Yes

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2001	Strengthening Consular and Management Capabilities	Technology	Information and Data	Internal Data Sharing	Number of queries per day against the Consular Consolidated Database.	500 queries per day	2,000 queries per day	2,500 queries per day. Access to cases in the Consular Consolidated Database has allowed consular officers to make timely decisions based on the most current data.
2002	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Percentage of 221g refusal rate for immigrant visa applicants	29% INA section 221g refusal rate	20% 221g refusal rate	31% 221g refusal rate. The number of visa applicants subject to special clearance requirements increased significantly as a result of Border and Homeland Security initiatives after 9/11/2001, which negated benefit of expanded applicant pre-processing
2002	Achieving Peace and Security	Technology	Information and Data	External Data Sharing	Percentage of visa issuance data provided to border security agencies each day.	10% of all visa issuance data produced each day is provided to other border security agencies.	Increase to 100% visa issuance data provided per day.	100% visa issuance data provided per day. All visa issuance data provided to Interagency Border Information System (IBIS).
2003	Strengthening Consular and Management Capabilities	Customer Results	Service Accessibility	Availability	Percentage of fee based consular transactions paid using credit card.	Credit cards constitute 0% of payment transactions	10% of Consular fee transactions accepted via credit card Planned Performance Improvement Goal.	15.2% fee transactions conducted via credit card at credit card enabled posts.
2003	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of non-immigrant visas issued using new more secure Lincoln Visa.	5% of non-immigrant visas issued	Increase to 100% issuance of Lincoln Visa	100% of visas issued using new Lincoln Visa.
2003	Strengthening Consular and Management Capabilities	Processes and Activities	Cycle Time and Resource Time	Cycle Time	Percentage of non-immigrant visa applications imaged.	0% non-immigrant visa applications imaged	50% non-immigrant visa applications imaged	1%. Soon after initiation of this effort, the Visa Office revised its document scanning policy to limit scanning only to Category 1 Refusals (serious refusals) and Security Advisory Opinion cases.
2004	Strengthening Consular and Management Capabilities	Customer Results	Service Coverage	New Customers and Market Penetration	Number of languages supported on electronic visa application forms web site.	English and Spanish languages supported at start of FY04.	Add support for two additional languages: Polish and Korean.	Polish and Korean implemented in April 2004. Site visits increased 105% in May 2004, in part due to the additional of the two new languages.
2004	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of immigrant visa issuing sites producing Machine Readable	0% of immigrant visa issuing sites producing Machine Readable Immigrant Visa	Increase to 80% of immigrant visa issuing sites	96% of immigrant visa sites issuing machine readable immigrant visas as of 09/30/2004. Project exceeded

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					Immigrant Visas			planned target by combining this effort with biometrics collection expansion project on same trip to posts.
2004	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of non-BCC visa issuing sites collecting expanded biometrics as required by The Enhanced Border Security and Visa Entry Reform Act of 2002, Sec. 303.	0% of non-BCC visa issuing sites collecting expanded biometric identifiers	Increase to 80% of visa issuing sites	97.5% of non-BCC posts collecting expanded biometric identifiers as of 09/30/2004. Project has exceeded target by accelerating deployment of NIV version 04.02.02 at no increase in cost.
2004	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	Percentage of consular sites receiving technology upgrades.	28% of consular sites have technology upgrades (hardware/system software) each year.	Maintain at least 28% technology refresh rate	97.5% of sites visited for technology upgrades as of 09/30/2004. Project exceeded planned 28% target due to requirement to upgrade all posts with biometric collection devices to comply with Enhanced Border Security and Visa Reform Act of 2002.
2004	Strengthening Consular and Management Capabilities	Mission and Business Results	Workforce Management	Training and Employment	Percentage of consular sites visited for refresh training.	66% of consular sites visited each year for refresh training on consular automated systems	Maintain at least 66% training refresh rate for consular site training	97.5% of sites visited for refresh training as of 09/30/2004. Project exceeded planned 66% target due to requirement to train all posts on use of biometric collection devices to comply with Enhanced Border Security and Visa Reform Act of 2002.
2004	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Percentage of DV lottery applications submitted electronically.	0% of all DV lottery visa applications submitted electronically	100% of DV lottery visa application forms submitted electronically	100% of Diversity Visa lottery application forms submitted electronically via e-DV for the FY2005 lottery, which closed on 12/31/2003. Future year lotteries will use e-DV as the sole means of accepting visa lottery applications.
2004	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Percentage of Security Advisory Opinion requests transmitted using modern data exchange technologies.	5% Security Advisory Opinion requests transmitted using modern data exchange technologies	75% Security Advisory Opinion requests transmitted using modern data exchange technologies	87% of Security Advisory Opinion requests transmitted to the FBI on a monthly basis using modern data exchange technologies as of 09/30/2004. Project exceeded projected target of 75% due to overestimate of the number of classified SOA

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								requests.
2004	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Productivity	Percentage of non-immigrant visa application forms submitted in machine-readable format.	0% of all non-immigrant visa applications submitted in machine readable format	Increase to 5% of non-immigrant visa application forms submitted in machine readable format	11.6% of non-immigrant visa applications submitted in machine-readable format for FY2004 as of 09/30/2004. Planned target has been exceeded due to greater than expected acceptance of Internet based forms processing by customers.
2004	Achieving Peace and Security	Technology	Information and Data	External Data Sharing	Percentage of visa issuance data provided to border security agencies each day.	100% of daily visa issuance data provided to border security agencies.	Maintain at 100%.	100% visa issuance data provided per day to Interagency Border Information System (IBIS).
2004	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Percentage availability of Consular Consolidated Database	97% Availability	Increase to 99%	Availability at 99% as of 09/30/2004. Acquisition of additional hardware/software has improved load balancing and fail-over capabilities.
2005	Strengthening Consular and Management Capabilities	Customer Results	Service Coverage	New Customers and Market Penetration	Number of languages supported on electronic visa application forms web site.	Four languages supported at the start of FY05: English, Spanish, Korean and Polish supported at start of FY05.	Add support for five additional languages: French, German, Japanese, Portuguese and TBD.	Four languages added as of June 30, 2005. As of 09/30/2005, business owner initiated moratorium on adding new language support still in effect.
2005	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of immigrant visa issuing sites producing Machine Readable Immigrant Visa.	Percentage of immigrant visa issuing sites producing Machine Readable Immigrant Visa as of the end of FY2004	Increase to 100% of immigrant visa issuing sites	100% issuance of machine-readable immigrant visas achieved on 10/20/2004. All immigrant visas issued after 10/20/2004 will be machine-readable.
2005	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of non-BCC visa issuing sites collecting expanded biometric identifiers as required by The Enhanced Border Security and Visa Entry Reform Act of 2002, Sec. 303.	Percentage of visa issuing sites collecting expanded biometric identifiers as of the end of FY2004	Increase to 100% of visa issuing sites	100% collection of expanded biometrics at visa issuing sites achieved on 10/20/2004. All visa applications processed after 10/20/2004 will include expanded biometrics.
2005	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	Percentage of consular sites receiving technology upgrades.	28% of consular sites have technology upgrades (hardware/system software) each year.	Maintain at least 28% technology refresh rate	40% of consular sites visited for hardware/system software upgrades as of 09/30/2005. Project technology upgrades are being combined with the refresh training on the same visit to post.
2005	Strengthening Consular and Management Capabilities	Mission and Business Results	Workforce Management	Training and Employment	Percentage of consular sites visited for refresh training.	66% of consular sites visited each year for refresh training on consular automated systems	Maintain at least 66% training refresh rate for consular site training	65.5% of consular sites visited for refresh training as of 09/30/2005.
2005	Strengthening	Processes and	Productivity and	Efficiency	Percentage of	100% e-DV	Maintain 100%	100% of Diversity

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Consular and Management Capabilities	Activities	Efficiency		DV lottery applications submitted electronically.	Applications submitted electronically.	e-DV electronic submission rate.	Visa lottery application forms submitted electronically via e-DV for the FY2006 lottery, which closed on 01/05/2005.
2005	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Productivity	Percentage of non-immigrant visa application forms submitted in machine-readable format.	Percentage of all non-immigrant visa applications submitted in machine readable format as of the end of FY2004	Increase to 20% of non-immigrant visa application forms submitted in machine readable format	30.92% of non-immigrant visa applications submitted in machine-readable format for FY2005 through 09/30/2005. Planned target has been exceeded due to greater than expected acceptance of Internet based forms processing by customers.
2005	Achieving Peace and Security	Technology	Information and Data	External Data Sharing	Percentage of visa issuance data provided to border security agencies each day.	100% visa issuance data shared with border security agencies.	Maintain at 100%	100% of visa issuance data being shared with other agencies involved in border security as of 09/30/2005.
2005	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Percentage availability of Consular Consolidated Database	99% Availability	Increase to 99.9%	Additional hardware to enhance CCD redundancy and fail-over capability delivered and installed in February 2005. As of 09/30/2005, insufficient metrics have been collected to determine if the availability goal has been achieved.
2006	Strengthening Consular and Management Capabilities	Customer Results	Service Coverage	New Customers and Market Penetration	Number of languages supported on electronic visa application forms web site.	Eight languages supported.	Maintain support for eight languages.	Support provided for eight languages on the EVAF site as of 09/30/2006. Moratorium still in effect on adding additional language support.
2006	Strengthening Consular and Management Capabilities	Customer Results	Service Coverage	New Customers and Market Penetration	Percentage of non-immigrant visa applicants scheduling interview appointment on-line.	0% non-immigrant visa applicants.	Increase to 5% of non-immigrant visa applicants	0% of non-immigrant visa applicants scheduling appointment on-line as of 06/30/2006. C&A completed. Pilot test expected to begin in July
2006	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of non-BCC visa issuing sites collecting expanded biometric identifiers as required by The Enhanced Border Security and Visa Entry Reform Act of 2002, Sec. 303.	100% collection of biometric identifiers.	Maintain at 100%	100% of biometric identifiers collected as of 09/30/2006.
2006	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Number of visa issuing sites pilot testing the collection ten fingerprints for US VISIT check.	0 visa issuing sites pilot testing collection ten fingerprints	Increase to 3 visa issuing site pilot testing collection of ten fingerprints	3 visa issuing sites collecting ten fingerprints as of 09/30/2006.

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2006	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	Percentage of consular sites receiving technology upgrades.	28% of consular sites have technology upgrades (hardware/system software) each year.	Maintain at least 28% technology refresh rate	24% of consular sites visited (54 out of 230) for technology upgrades as of 09/30/2006.
2006	Strengthening Consular and Management Capabilities	Mission and Business Results	Workforce Management	Training and Employment	Percentage of consular sites visited for refresh training.	66% of consular sites visited each year for refresh training on consular automated systems	Maintain at least 66% training refresh rate for consular site training	66% of consular sites visited (151 out of 230) for refresh training as of 09/30/2006.
2006	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Percentage of DV lottery applications submitted electronically.	100% e-DV Applications submitted electronically.	Maintain at 100%	100% of Diversity Visa lottery application forms submitted electronically via e-DV for the FY2006 lottery, which closed on 12/04/2005. A total of 5,565,562 applicants successfully submitted their application on-line.
2006	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Number of non-immigrant visa processing posts supported by central Internet based on-line appointment system.	0 posts supported	Increase to 20 posts supported.	0 posts supported as of 09/30/2006. Pilot test delayed until FY2007.
2006	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Productivity	Percentage of non-immigrant visa application forms submitted in machine-readable format.	Percentage of all non-immigrant visa applications submitted in machine readable format as of the end of FY2005	Increase to 40% of non-immigrant visa application forms submitted in machine readable format	48.56% of non-immigrant visa applications submitted in machine-readable format for FY2006 through 06/30/2006. Results have exceeded expectations due to a substantial increase in web site usage this year. Out-year expectations adjusted accordingly.
2006	Achieving Peace and Security	Technology	Information and Data	External Data Sharing	Percentage of visa issuance data provided to border security agencies each day.	100% visa issuance data shared with border security agencies.	Maintain at 100%	100% of visa issuance data being shared with other agencies involved in border security as of 09/30/2006.
2006	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Percentage availability of Consular Consolidated Database	99.9% availability	Maintain at 99.9%	99.9% availability achieved as of 09/30/2006.
2007	Strengthening Consular and Management Capabilities	Customer Results	Service Coverage	New Customers and Market Penetration	Number of languages supported on electronic visa application forms web site.	Eight languages supported.	Maintain support for eight languages.	Support provided for eight languages on the EVAF site as of 09/30/2007. Moratorium still in effect on adding additional language support.
2007	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage visa issuing sites collecting expanded biometric identifiers as required by The Enhanced Border Security	100% collection of biometric identifiers.	Maintain at 100%	100% of biometric identifiers collected as of 09/30/2007.

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					and Visa Entry Reform Act of 2002, Sec. 303.			
2007	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of visa issuing sites collecting ten fingerprints for US VISIT check.	0% of immigrant visa issuing sites collecting ten fingerprints	Increase to 75% of visa issuing sites	59% (131 of 221) of visa issuing posts collecting 10 fingerprints as of 09/30/2007. Remainder of posts will be converted by the end of calendar year 2007.
2007	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	Percentage of consular sites receiving technology upgrades.	28% of consular sites have technology upgrades (hardware/system software) each year.	Maintain at least 28% technology refresh rate	43% of consular sites visited (106 out of 241) for technology upgrades as of 09/30/2007.
2007	Strengthening Consular and Management Capabilities	Mission and Business Results	Workforce Management	Training and Employment	Percentage of consular sites visited for refresh training.	66% of consular sites visited each year for refresh training on consular automated systems	Maintain at least 66% training refresh rate for consular site training	69% of consular sites visited (167 out of 241) for refresh training as of 09/30/2007.
2007	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Percentage of DV lottery applications submitted electronically.	100% DV Applications submitted electronically.	Maintain at 100%	100% of Diversity Visa lottery application forms submitted electronically via e-DV for the FY2008 lottery, which closed on 12/03/2006.
2007	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Percentage of visa and American Citizen services fraud case tracked using integrated fraud case tracking services.	0% of fraud cases tracked using integrated fraud case tracking services	Increase to 100% of fraud cases tracked using integrated fraud case tracking services	0% of fraud cases tracked using integrated fraud case tracking service as of 09/30/2007. Integrated fraud case tracking service will not be available for use until FY2008.
2007	Strengthening Consular and Management Capabilities	Processes and Activities	Quality	Complaints	Percentage of non-immigrant visa application forms submitted in machine-readable format.	Percentage of all non-immigrant visa applications submitted in machine readable format as of the end of FY2006	Increase to 55%	69% through 09/30/2007. Use of EVAF is now mandatory. 68-70% is maximum expected usage. Other 30% use Call Center, RDS or other electronic means. Performance measures for this item in future years will be adjusted accordingly.
2007	Achieving Peace and Security	Technology	Information and Data	External Data Sharing	Percentage of visa issuance data provided to border security agencies each day.	100% visa issuance data shared with border security agencies.	Maintain at 100%	100% of visa issuance data being shared with other agencies involved in border security as of 09/30/2007.
2007	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Percentage availability of Consular Consolidated Database	99.9% availability	Maintain at 99.9%	99.9% availability achieved as of 09/30/2007.
2008	Strengthening Consular and Management Capabilities	Customer Results	Service Coverage	New Customers and Market Penetration	Number of languages supported on electronic visa application forms web site.	Eight languages supported.	Maintain support for eight languages.	Support provided for eight languages on the EVAF site as of 09/30/2008. Moratorium still in effect on adding additional language support.

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2008	Strengthening Consular and Management Capabilities	Customer Results	Service Coverage	Service Efficiency	Percent of visa applicants using integrated one stop shop e-government consular on-line services	0% as of beginning of FY 2008	Increase to 25%	2% as of 06/30/2008. Applicants at two pilot test posts currently using enhanced on-line services. Additional posts to begin in 4th quarter FY2008.
2008	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of visa issuing sites collecting ten fingerprints for US VISIT check.	Percentage of immigrant visa issuing sites collecting ten fingerprints as of the end of FY2007	Increase to 100% of visa issuing sites	100% of visa issuing posts (218 sites) collecting 10 fingerprints as of 09/30/2008.
2008	Achieving Peace and Security	Mission and Business Results	Homeland Security	Border and Transportation Security	Percentage of non-BCC visa issuing sites collecting expanded biometric identifiers	100% collection of biometric identifiers.	Maintain at 100%	100% of biometric identifiers collected (at 208 non-BCC sites) as of 09/30/2008.
2008	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	Percentage of consular sites receiving technology upgrades.	28% of consular sites have technology upgrades (hardware/system software) each year.	Maintain at least 28% technology refresh rate	28% of consular sites visited (68 out of 241) for technology upgrades as of 09/30/2008.
2008	Strengthening Consular and Management Capabilities	Mission and Business Results	Workforce Management	Training and Employment	Percentage of consular sites visited for refresh training.	66% of consular sites visited each year for refresh training on consular automated systems	Maintain at least 66% training refresh rate for consular site training	62% of consular sites visited (149 out of 241) for refresh training as of 09/30/2008.
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Percentage of DV lottery applications submitted electronically.	100% DV applications submitted electronically.	Maintain at 100%	100% of Diversity Visa lottery application forms submitted electronically via e-DV for the FY2009 lottery, which closed on 12/02/2007.
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Quality	Complaints	Percentage of visa and American Citizen services fraud case tracked using integrated fraud case tracking services.	0% of fraud cases tracked using integrated fraud case tacking services	Increase to 10% of fraud cases tracked using integrated fraud case tacking services	0% of fraud cases tracked using integrated fraud case tracking service as of 09/30/2008. Integrated fraud case tracking service will not be available for use until late FY2009.
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Quality	Complaints	Percentage of non-immigrant visa application forms submitted in machine-readable format.	Percentage of all non-immigrant visa applications submitted in machine readable format as of the end of FY2007	Maintain at 68 - 70%	69% through 9/30/2008 (5,901,513 NIV cases). Use of EVAF is now mandatory. 68-70% is maximum expected usage. Other 30% use Call Center, RDS or other electronic means. Performance measures for this item in future years will be adjusted accordingly.
2008	Achieving Peace and Security	Technology	Information and Data	External Data Sharing	Percentage of visa issuance data provided to border security agencies each day.	100% visa issuance data shared with border security agencies.	Maintain at 100%	100% of visa issuance data being shared with other agencies involved in border security as of 09/30/2008.
2008	Strengthening Consular and	Technology	Reliability and Availability	Availability	Percentage availability of	99.9% availability	Maintain at 99.9%	99.9% availability achieved as of

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Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Management Capabilities				Consular Consolidated Database			09/30/2008.

Section E: Security and Privacy (IT Capital Assets only)

8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
Action Request System (Domestic) (ARS) - 555	No	No	This system contains no personal identifying information about members of the public.	No	This system contains no personal identifying information about members of the public.
Automated Biometric Identification System (ABIS) - 877	No	Yes	http://www.state.gov/documents/organization/109132.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Automated Cash Register System (ACRS) - 554	No	Yes	http://www.state.gov/documents/organization/96130.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf Passport Records: STATE-26: http://www.state.gov/documents/organization/102790.pdf Overseas Citizen Services Records: STATE-05: http://www.state.gov/documents/organization/102787.pdf
CA Legislation Tracking Application (CA LTA) - 920	No	No	This system contains no personal identifying information about members of the public.	No	This system contains no personal identifying information about members of the public.
Consolidated Visa System (CVS) - 2728 (Projected Phase 1)	Yes	No	Planned System - PIA under development.	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Consular Affairs Domestic Support Suite (CADSS) - 919	No	Yes	http://www.state.gov/documents/organization/103541.pdf	Yes	Overseas Citizen Services Records: STATE-05: http://www.state.gov/documents/organization/102787.pdf
Consular Affairs Rational Tool Set (CRTS) - 942	No	No	This system contains no personal identifying information about members of the public.	No	This system contains no personal identifying or policy information.
Consular Consolidated Database (CCD) - 9	No	Yes	http://www.state.gov/documents/organization/93772.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf Passport Records: STATE-26: http://www.state.gov/documents/organization/102790.pdf Overseas Citizen Services Records: STATE-05: http://www.state.gov/documents/organization/102787.pdf
Consular Electronic Application Center (CEAC) - 2712	Yes	Yes	http://www.state.gov/documents/organization/99026.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Consular Shared Tables (CST) - 559	No	No	This system contains no personal identifying information about members of the public.	No	This system contains no personal identifying information about members of the public.
Consular Workload and Statistics System (CWSS) - 560	No	No	This system contains no personal identifying information about members of the public.	No	This system contains no personal identifying information about members of the public.
Datashare (DS) - 561	No	Yes	http://www.state.gov/documents/organization/95638.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf

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8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
					815.pdf
Diversity Immigrant Visa Information System (DVIS) - 17	No	Yes	http://www.state.gov/documents/organization/103758.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Electronic Diversity Visa (EDV) - 722	No	Yes	http://www.state.gov/documents/organization/103526.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Electronic Visa Application Form (EVAF) - 723	No	Yes	http://www.state.gov/documents/organization/109133.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Fraud Case Tracking Service (FCTS) - ITAB # TBD	Yes	No	Planned System - PIA under development.	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf Passport Records: STATE-26: http://www.state.gov/documents/organization/102790.pdf Overseas Citizen Services Records: STATE-05: http://www.state.gov/documents/organization/102787.pdf
Immigrant Visa Allocation Management System (IVAMS) - 97	No	Yes	http://www.state.gov/documents/organization/109134.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Immigrant Visa Allocation Management System Web (IVAMSWeb) - 753	No	Yes	http://www.state.gov/documents/organization/109134.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Immigrant Visa Information System (IVIS) - 49	No	Yes	http://www.state.gov/documents/organization/109135.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Immigrant Visa Overseas (IVO) - 817	No	Yes	http://www.state.gov/documents/organization/93788.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Independent Namecheck System (INK) - 29	No	Yes	http://www.state.gov/documents/organization/93787.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Knowledge Management for Remedy (KMR (CA)) - 881	No	No	This system contains no personal identifying information about members of the public.	No	This system contains no personal identifying information about members of the public.
Non-Immigrant Visa System (NIV) - 65	No	Yes	http://www.state.gov/documents/organization/93783.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Remote Data Entry System (RDS) - 87	No	Yes	http://www.state.gov/documents/organization/93777.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Ten Print Live Scan System (TPLS) - 829	No	No	This system contains no personal identifying information about members of the public.	No	This system contains no personal identifying information about members of the public.
Visa Opinion Information Service (VOIS) - 875	No	Yes	http://www.state.gov/documents/organization/103525.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Waiver Review System (WRS) - 415	No	Yes	http://www.state.gov/documents/organization/103532.pdf	Yes	Visa Records: STATE-39: http://www.state.gov/documents/organization/102815.pdf
Details for Text Options: Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted. Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN. Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.					

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture? Yes

a. If "no," please explain why?

2. Is this investment included in the agency's EA Transition Strategy? Yes

a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment. Consular Support and Visa Applications (CSVA)

b. If "no," please explain why?

4. Service Component Reference Model (SRM) Table: Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov .								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Computers / Automation Management	Support the identification, upgrade, allocation and replacement of physical devices, including servers and desktops, used to facilitate production and process-driven activities.	Back Office Services	Asset / Materials Management	Computers / Automation Management			Internal	
Property / Asset Management	Support the identification, planning and allocation of an organization's physical capital and resources	Back Office Services	Asset / Materials Management	Property / Asset Management			No Reuse	
Data Classification	Allow the classification of data	Back Office Services	Data Management	Data Classification			No Reuse	
Data Cleansing	Support the removal of incorrect or unnecessary characters and data from a data source	Back Office Services	Data Management	Data Cleansing			No Reuse	
Data Exchange	Support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered	Back Office Services	Data Management	Data Exchange			Internal	
Data Mart	Support a subset of a data warehouse for a single department or function within an organization	Back Office Services	Data Management	Data Mart			No Reuse	
Data Recovery	Support the restoration and stabilization of data sets to a consistent, desired state	Back Office Services	Data Management	Data Recovery			No Reuse	

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4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Data Warehouse	Support the archiving and storage of large volumes of data	Back Office Services	Data Management	Data Warehouse			No Reuse	
Extraction and Transformation	Support the manipulation and change of data	Back Office Services	Data Management	Extraction and Transformation			No Reuse	
Loading and Archiving	Support the population of a data source with external data	Back Office Services	Data Management	Loading and Archiving			No Reuse	
Meta Data Management	Support the maintenance and administration of data that describes data	Back Office Services	Data Management	Meta Data Management			No Reuse	
Data Integration	Support the organization of data from separate data sources into a single source using middleware or application integration as well as the modification of system data models to capture new information within a single system	Back Office Services	Development and Integration	Data Integration			No Reuse	
Enterprise Application Integration	Support the redesigning of disparate information systems into one system that uses a common set of data structures and rules	Back Office Services	Development and Integration	Enterprise Application Integration			No Reuse	
Instrumentation and Testing	Support the validation of application or system capabilities and requirements	Back Office Services	Development and Integration	Instrumentation and Testing			Internal	
Legacy Integration	Support the communication between newer generation hardware/software applications and the previous, major generation of hardware/software applications	Back Office Services	Development and Integration	Legacy Integration			No Reuse	
Software Development	Support the creation of both graphical and process application or system software	Back Office Services	Development and Integration	Software Development			No Reuse	
Education / Training	Support the active building of employee competencies, to include the range of training from professional development to general	Back Office Services	Human Resources	Education / Training			No Reuse	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	awareness training							
Data Mining	Provide for the efficient discovery of non-obvious, valuable patterns and relationships within a large collection of data	Business Analytical Services	Knowledge Discovery	Data Mining			No Reuse	
Modeling	Develop descriptions to adequately explain relevant data for the purpose of prediction, pattern detection, exploration or general organization of data	Business Analytical Services	Knowledge Discovery	Modeling			No Reuse	
Ad Hoc Reporting	Support the use of dynamic reports on an as needed basis	Business Analytical Services	Reporting	Ad Hoc			No Reuse	
OLAP	Support the analysis of information that has been summarized into multidimensional views and hierarchies	Business Analytical Services	Reporting	OLAP			No Reuse	
Standardized / Canned Reporting	Support the use of pre-conceived or pre-written reports	Business Analytical Services	Reporting	Standardized / Canned			No Reuse	
Change Management	Control the process for updates or modifications to the existing documents, software or business processes of an organization	Business Management Services	Management of Processes	Change Management			Internal	
Configuration Management	Control the hardware and software environments, as well as documents of an organization	Business Management Services	Management of Processes	Configuration Management			Internal	
Program / Project Management	Manage and control a particular effort of an organization	Business Management Services	Management of Processes	Program / Project Management			Internal	
Quality Management	Help determine the level that a product or service satisfies certain requirements	Business Management Services	Management of Processes	Quality Management			No Reuse	
Requirements Management	Gather, analyze and fulfill the needs and prerequisites of an organization's efforts	Business Management Services	Management of Processes	Requirements Management			No Reuse	
Reservations / Registration	Allow electronic enrollment and	Customer Services	Customer Initiated	Reservations / Registration			No Reuse	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	confirmations for services		Assistance					
Self-Service	Allow an organization's customers to sign up for a particular service at their own initiative	Customer Services	Customer Initiated Assistance	Self-Service			No Reuse	
Subscriptions	Allow a customer to join a forum, listserv, or mailing list	Customer Services	Customer Preferences	Subscriptions			No Reuse	
Contact and Profile Management	Provide a comprehensive view of all customer interactions, including calls, email, correspondence and meetings; also provides for the maintenance of a customer's account, business and personal information	Customer Services	Customer Relationship Management	Contact and Profile Management			No Reuse	
Content Authoring	Allow for the creation of tutorials, CBT courseware, web sites, CD-ROMs and other interactive programs	Digital Asset Services	Content Management	Content Authoring			Internal	
Content Publishing and Delivery	Allow for the propagation of interactive programs	Digital Asset Services	Content Management	Content Publishing and Delivery			Internal	
Content Review and Approval	Allow for the approval of interactive programs	Digital Asset Services	Content Management	Content Review and Approval			Internal	
Tagging and Aggregation	Support the identification of specific content within a larger set of content for collection and summarization	Digital Asset Services	Content Management	Tagging and Aggregation			No Reuse	
Document Imaging and OCR	Support the scanning of documents	Digital Asset Services	Document Management	Document Imaging and OCR			No Reuse	
Document Referencing	Support the redirection to other documents and information for related content	Digital Asset Services	Document Management	Document Referencing			No Reuse	
Document Review and Approval	Support the editing and commendation of documents before releasing them	Digital Asset Services	Document Management	Document Review and Approval			No Reuse	
Library / Storage	Support document and data warehousing and archiving	Digital Asset Services	Document Management	Library / Storage			No Reuse	
Categorization	Allow classification of data and information into specific layers or types	Digital Asset Services	Knowledge Management	Categorization			No Reuse	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	to support an organization							
Information Mapping / Taxonomy	Support the creation and maintenance of relationships between data entities, naming standards and categorization	Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy			No Reuse	
Information Retrieval	Allow access to data and information for use by an organization and its stakeholders	Digital Asset Services	Knowledge Management	Information Retrieval			No Reuse	
Information Sharing	Support the use of documents and data in a multi-user environment for use by an organization and its stakeholders	Digital Asset Services	Knowledge Management	Information Sharing			No Reuse	
Knowledge Capture	Facilitate collection of data and information	Digital Asset Services	Knowledge Management	Knowledge Capture			No Reuse	
Knowledge Distribution and Delivery	Support the transfer of knowledge to the end customer.	Digital Asset Services	Knowledge Management	Knowledge Distribution and Delivery			No Reuse	
Knowledge Engineering	Support the translation of knowledge from an expert into the knowledge base of an expert system	Digital Asset Services	Knowledge Management	Knowledge Engineering			No Reuse	
Document Classification	Support the categorization of documents and artifacts, both electronic and physical	Digital Asset Services	Records Management	Document Classification			No Reuse	
Document Retirement	Support the termination or cancellation of documents and artifacts used by an organization and its stakeholders	Digital Asset Services	Records Management	Document Retirement			No Reuse	
Record Linking / Association	Support the correlation between logical data and information sets	Digital Asset Services	Records Management	Record Linking / Association			No Reuse	
Case Management	Manage the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers	Process Automation Services	Tracking and Workflow	Case Management			No Reuse	
Process Tracking	Allow the monitoring of activities within	Process Automation Services	Tracking and Workflow	Process Tracking			No Reuse	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	the business cycle							
Forms Modification	Support the maintenance of electronic or physical forms, templates and their respective elements and fields	Support Services	Forms Management	Forms Modification			Internal	
Classification	Support selection and retrieval of records organized by shared characteristics in content or context	Support Services	Search	Classification			No Reuse	
Pattern Matching	Support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context	Support Services	Search	Pattern Matching			No Reuse	
Query	Support retrieval of records that satisfy specific query selection criteria	Support Services	Search	Query			No Reuse	
Access Control	Support the management of permissions for signing onto a computer, application, service, or network; includes user management and role/privilege management	Support Services	Security Management	Access Control			No Reuse	
Audit Trail Capture and Analysis	Support the identification and monitoring of activities within an application, system or network	Support Services	Security Management	Audit Trail Capture and Analysis			No Reuse	
Certification and Accreditation	A process by which agencies periodically: (i) assess the risk resulting from the operation of its systems; (ii) test and evaluate the security controls in those systems to determine control effectiveness and system vulnerabilities; and (iii) assess the information security programs supporting those systems.	Support Services	Security Management	Certification and Accreditation			Internal	
Identification and Authentication	Support obtaining information about those	Support Services	Security Management	Identification and Authentication			No Reuse	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	parties attempting to log on to a system or application for security purposes and the validation of those users							
Intrusion Detection	Support the detection of unauthorized access to a government information system.	Support Services	Security Management	Intrusion Detection			Internal	
License Management	Support the purchase, upgrade and tracking of legal usage contracts for system software and applications	Support Services	Systems Management	License Management			Internal	
Remote Systems Control	Support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment	Support Services	Systems Management	Remote Systems Control			No Reuse	
Software Distribution	Support the propagation, installation and upgrade of written computer programs, applications and components	Support Services	Systems Management	Software Distribution			Internal	

a. Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Content Authoring	Component Framework	Business Logic	Platform Dependent Technologies	
Content Review and Approval	Component Framework	Business Logic	Platform Dependent Technologies	
Data Exchange	Component Framework	Data Interchange	Data Exchange	
Data Exchange	Component Framework	Data Interchange	Data Exchange	
Data Exchange	Component Framework	Data Interchange	Data Exchange	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Data Exchange	Component Framework	Data Interchange	Data Exchange	
Record Linking / Association	Component Framework	Data Management	Database Connectivity	
Data Mining	Component Framework	Data Management	Reporting and Analysis	
Ad Hoc	Component Framework	Data Management	Reporting and Analysis	
Query	Component Framework	Data Management	Reporting and Analysis	
Audit Trail Capture and Analysis	Component Framework	Data Management	Reporting and Analysis	
Property / Asset Management	Component Framework	Data Management	Reporting and Analysis	
Audit Trail Capture and Analysis	Component Framework	Data Management	Reporting and Analysis	
Knowledge Capture	Component Framework	Data Management	Reporting and Analysis	
Knowledge Distribution and Delivery	Component Framework	Data Management	Reporting and Analysis	
Knowledge Engineering	Component Framework	Data Management	Reporting and Analysis	
OLAP	Component Framework	Data Management	Reporting and Analysis	
Ad Hoc	Component Framework	Data Management	Reporting and Analysis	
Contact and Profile Management	Component Framework	Data Management	Reporting and Analysis	
Computers / Automation Management	Component Framework	Data Management	Reporting and Analysis	
Standardized / Canned	Component Framework	Data Management	Reporting and Analysis	
Standardized / Canned	Component Framework	Data Management	Reporting and Analysis	
Access Control	Component Framework	Security	Certificates / Digital Signatures	
Access Control	Component Framework	Security	Certificates / Digital Signatures	
Enterprise Application Integration	Component Framework	Security	Supporting Security Services	
Document Review and Approval	Component Framework	User Presentation / Interface	Content Rendering	
Tagging and Aggregation	Component Framework	User Presentation / Interface	Content Rendering	
Categorization	Component Framework	User Presentation / Interface	Content Rendering	
Information Mapping / Taxonomy	Component Framework	User Presentation / Interface	Content Rendering	
Pattern Matching	Component Framework	User Presentation / Interface	Content Rendering	
Content Authoring	Component Framework	User Presentation / Interface	Content Rendering	
Content Publishing and Delivery	Component Framework	User Presentation / Interface	Dynamic Server-Side Display	
Education / Training	Component Framework	User Presentation / Interface	Dynamic Server-Side Display	
Content Publishing and Delivery	Component Framework	User Presentation / Interface	Dynamic Server-Side Display	
Education / Training	Component Framework	User Presentation / Interface	Dynamic Server-Side Display	
Forms Modification	Component Framework	User Presentation / Interface	Dynamic Server-Side Display	
Content Publishing and Delivery	Component Framework	User Presentation / Interface	Static Display	
Data Exchange	Service Access and Delivery	Access Channels	Other Electronic Channels	
Data Exchange	Service Access and Delivery	Access Channels	Other Electronic Channels	
Content Publishing and Delivery	Service Access and Delivery	Access Channels	Web Browser	
Reservations / Registration	Service Access and Delivery	Delivery Channels	Internet	
Self-Service	Service Access and Delivery	Delivery Channels	Internet	
Subscriptions	Service Access and Delivery	Delivery Channels	Internet	
Reservations / Registration	Service Access and Delivery	Delivery Channels	Internet	
Self-Service	Service Access and Delivery	Delivery Channels	Internet	
Subscriptions	Service Access and Delivery	Delivery Channels	Internet	
Information Sharing	Service Access and Delivery	Service Requirements	Hosting	
Information Sharing	Service Access and Delivery	Service Requirements	Hosting	

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5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Identification and Authentication	Service Access and Delivery	Service Requirements	Legislative / Compliance	
Data Exchange	Service Access and Delivery	Service Transport	Service Transport	
Data Exchange	Service Access and Delivery	Service Transport	Service Transport	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Enterprise Application Integration	Service Interface and Integration	Integration	Enterprise Application Integration	
Enterprise Application Integration	Service Interface and Integration	Integration	Enterprise Application Integration	
Legacy Integration	Service Interface and Integration	Integration	Enterprise Application Integration	
Data Integration	Service Interface and Integration	Integration	Middleware	
Data Integration	Service Interface and Integration	Integration	Middleware	
Data Integration	Service Interface and Integration	Integration	Middleware	
Software Development	Service Interface and Integration	Interface	Service Description / Interface	
Enterprise Application Integration	Service Interface and Integration	Interface	Service Description / Interface	
Software Development	Service Interface and Integration	Interface	Service Description / Interface	
Enterprise Application Integration	Service Interface and Integration	Interface	Service Discovery	
Classification	Service Interface and Integration	Interoperability	Data Format / Classification	
Data Classification	Service Interface and Integration	Interoperability	Data Format / Classification	
Data Classification	Service Interface and Integration	Interoperability	Data Format / Classification	
Data Exchange	Service Interface and Integration	Interoperability	Data Transformation	
Extraction and Transformation	Service Interface and Integration	Interoperability	Data Transformation	
Case Management	Service Platform and Infrastructure	Database / Storage	Database	
Case Management	Service Platform and Infrastructure	Database / Storage	Database	
Data Cleansing	Service Platform and Infrastructure	Database / Storage	Database	
Data Mart	Service Platform and Infrastructure	Database / Storage	Database	
Data Recovery	Service Platform and Infrastructure	Database / Storage	Database	
Loading and Archiving	Service Platform and Infrastructure	Database / Storage	Database	
Audit Trail Capture and Analysis	Service Platform and Infrastructure	Database / Storage	Database	
Case Management	Service Platform and Infrastructure	Database / Storage	Storage	
Data Warehouse	Service Platform and Infrastructure	Database / Storage	Storage	
Library / Storage	Service Platform and Infrastructure	Database / Storage	Storage	
Case Management	Service Platform and Infrastructure	Database / Storage	Storage	
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Document Referencing	Service Platform and Infrastructure	Delivery Servers	Portal Servers	
Content Publishing and Delivery	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Content Publishing and Delivery	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	
Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	
Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Content Publishing and Delivery	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	
Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	
Software Development	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	
Software Development	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	
Software Development	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment	
Modeling	Service Platform and Infrastructure	Software Engineering	Modeling	
Meta Data Management	Service Platform and Infrastructure	Software Engineering	Modeling	
Modeling	Service Platform and Infrastructure	Software Engineering	Modeling	
Modeling	Service Platform and Infrastructure	Software Engineering	Modeling	
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Document Classification	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Document Retirement	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Change Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Requirements Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Software Development	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Program / Project Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
License Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Software Development	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Remote Systems Control	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Software Distribution	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Certification and Accreditation	Service Platform and Infrastructure	Software Engineering	Test Management	
Intrusion Detection	Service Platform and Infrastructure	Software Engineering	Test Management	
Quality Management	Service Platform and Infrastructure	Software Engineering	Test Management	
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Test Management	
Software Development	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Process Tracking	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Enterprise Application Integration	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Enterprise Application Integration	Service Platform and Infrastructure	Support Platforms	Dependent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Independent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Independent Platform	

Exhibit 300: Exhibit 300 - Consular Support & Visa Applications (CSVA) (Revision 10)

5. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Software Development	Service Platform and Infrastructure	Support Platforms	Independent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Independent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Independent Platform	
Software Development	Service Platform and Infrastructure	Support Platforms	Independent Platform	
Enterprise Application Integration	Service Platform and Infrastructure	Support Platforms	Wireless / Mobile	
Enterprise Application Integration	Service Platform and Infrastructure	Support Platforms	Wireless / Mobile	

a. Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

b. In the Service Specification field, agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

6. Will the application leverage existing components and/or applications across the Government (i.e., USA.gov, Pay.Gov, etc)? Yes

Exhibit 300: Part II: Planning, Acquisition and Performance Information

Section B: Risk Management (All Capital Assets)

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

- | | |
|---|----------|
| 1. Does the investment have a Risk Management Plan? | Yes |
| a. If "yes," what is the date of the plan? | 8/9/2008 |
| b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? | Yes |